

DEPARTMENT: ALL APPLICABLE
CLASSIFICATION: COMPETITIVE
APPROVED: SEPTEMBER 7, 2011

SENIOR AGING SERVICES AIDE

DISTINGUISHING FEATURES OF THE CLASS: This work involves the provision of case management for the elderly consisting of the following functions: screening, assessment, care planning, determining eligibility for program subsidy, arranging and authorizing service delivery, service follow-up and client monitoring, reassessment and discharge. Supportive services include outreach, entitlements counseling, advocacy and service coordination. This work is performed under the direct supervision of the Case Supervisor – Grade B (the EISEP Supervisor) pursuant to Expanded In-Home Services for the Elderly Program (EISEP) regulations and policy. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Interviews older persons and their representatives via telephone and in person to assess their service requirements and needs (in-person interviews may be conducted in the home, office, hospitals, and/or nursing homes);
2. Communicates with service providers to coordinate and monitor the provision of personal care services;
3. Maintains client information in a computerized database system in accordance with state reporting requirements;
4. Assists clients in filling out forms and obtaining eligibility information for various programs including assisting with determining eligibility for services/entitlements outside of program/agency scope;
5. Coordinates client services with other agencies in regard to long-term care planning of client needs;
6. Develops care plans in conjunction with the client, his/her representative, and service providers to meet client needs;
7. Participates in state mandated training when necessary.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the geographic area served by the Office for the Aging and its social conditions; good knowledge of interviewing techniques and methods; working knowledge of programs and services available through the Office for the Aging and other community services provided; working knowledge of the characteristics, needs and interests of older persons; ability to communicate both orally and in writing with agencies, organizations and older persons who may or may not have physical or language difficulties; ability to operate a personal computer and utilize common office software programs at an acceptable rate of speed and accuracy; ability to prepare and maintain client records and reports; ability to maintain successful relationships with people; ability to relate to and motivate older people; empathy in handling sensitive human problems; tact and courtesy; sound judgment; integrity; tolerance; patience; physical condition commensurate with the requirements of the position.

MINIMUM QUALIFICATIONS:

PROMOTIONAL QUALIFICATIONS: Four (4) years of full-time non-competitive status as an Aging Services Aide in the Niagara County Office for the Aging immediately preceding the date of examination.

OPEN COMPETITIVE QUALIFICATIONS:

1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree; **or**
2. Graduation from high school or possession of an equivalency diploma **and** four (4) years of full-time paid experience in human services or in the provision of services in a community organization.

SPECIAL REQUIREMENT:

Possession of a valid New York State Motor Vehicle License at time of appointment and throughout continued employment and access to a motor vehicle.

Note:

Human Services experience is that which is involved in the direct delivery of social, economic or emotional support services to people who are having difficulty coping with the pressures and strains of modern life. The experience requires judgment on the part of the individual in dealing with or responding to the client. Teaching experience will be accepted as qualifying experience.

Community Organization is social work practice which involves a change agent (the community organizer) and a social system (a community). The community organizer actively facilitates the identification of needs, the establishment of priorities, the location of the appropriate resources, and the taking of action by the community with respect to the particular constellation of needs, resources, and priorities.